



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality and Customer Credit Reporting**  
**Quarterly Filing**

**Globalcom Inc.**  
**d/b/a First Communications of Ohio**  
**for Filing Period 1/1/2009 to 3/31/2009**  
**Tracking Number 2936**

**Performance Data - Code Part 730**

	January	February	March	Quarterly Average
A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1)	9.20	9.30	8.80	9.10
B. Operator Answer Time - Information Section 730.510(a)(1)	8.20	7.40	8.30	7.97
C. Repair Office Answer Time Section 730.510(b)(1)	34.50	32.40	33.30	33.40
D. Business or Customer Service Answer Time Section 730.510(b)(1)	64.00 *	32.10	32.20	42.77
E. Percent of Service Installations Section 730.540(a)	97.00 %	94.00 %	94.00 %	95.00 %
F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535(a)	98.00 %	99.00 %	98.00 %	98.30 %
G. Trouble Reports per 100 Access Lines Section 730.545(a)	5.90	5.20	5.40	5.50
H. Percent Repeat Trouble Reports Section 730.545(c)	9.00 %	6.00 %	6.00 %	7.00 %
I. Percent of Installation Trouble Reports Section 730.545(f)	5.00 %	5.00 %	4.00 %	4.60 %
J. Missed Repair Appointments Section 730.545(h)	1	1	1	1
K. Missed Installation Appointments Section 730.540(d)	3	1	2	2

**Credit due in accordance with Section 732.30(a)**

Out of Service More Than 24 Hours	January	February	March	Totals
A. Total dollar amount of all customer credits paid	\$20,150.00	\$17,580.00	\$20,500.00	\$58,230.00
B. Number of credits issued for repairs - 24-48 hours	14	14	11	39
C. Number of credits issued for repairs - 48-72 hours	2	0	5	7
D. Number of credits issued for repairs - 72-96 hours	0	0	0	0
E. Number of credits issued for repairs - 96-120 hours	0	0	0	0
F. Number of credits issued for repairs > 120 hours	0	0	0	0
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
H. Number of customers receiving alternate phone service rather than receiving a credit	11	10	10	31

**Credit due in accordance with Section 732.30(b)**

Failure to Install Basic Local Exchange Service	January	February	March	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of installations after 5 business days	0	0	0	0
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

**Credit due in accordance with Section 732.30(c)**

Missed Appointments	January	February	March	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of customers receiving credits	0	0	0	0
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0